



Federal Communications Commission
Washington, D.C. 20554

January 30, 2013

Sent 8-20-04

WBAL TV, Channel 11
NBC affiliate
5201 Park Heights Ave
Baltimore, MD 21215

Attention: Bill Fine, President & General Manager

**Re: Notice of Informal Complaint (NOIC) -- Disabilities Related
FCC No. 04-N93129, Mr. Louis J. Schwarz**

Lack of Access to Emergency Information in Video Programming

Dear Mr. Fine:

The Federal Communications Commission (FCC) has received a complaint about captioning from Mr. Louis Schwarz of Rockville, Maryland. His complaint involves lack of access to information during emergencies. Specifically, he alleges:

No Captioning During Homeland Security Announcement

On Sunday, August 1, 2004, at 2:00 p.m., during announcement by Homeland Security Secretary Tom Ridge, there were no captions throughout the announcement.

The enclosed complaint has been filed with the Commission pursuant to Section 305 of the Telecommunications Act, 47 U.S.C. §305, and Section 79.2 et seq. of the Commission's Rules, 47 C.F.R. § 79.2 et seq. Upon receipt of this Notice, a letter acknowledging your company's receipt of this Notice and of the complaint should be sent to the complainant at the mailing address indicated below.

We are forwarding a copy of the complaint record so that your company may satisfy or answer the complaint based on a thorough review of all relevant records and other information. Your company should respond specifically to all material allegations raised in the complaint and summarize the actions taken by your company to satisfy the complaint. Your company's response to the complaint must be filed with the Commission in writing within **THIRTY days of the date of this Notice**.

The original of your response should be sent to the Consumer Inquiries & Complaints Division, Consumer & Governmental Affairs Bureau, Federal Communications Commission, 445 12th Street S.W., Suite CY-B523, Washington, D.C. 20554. Due to heightened security measures undertaken at this agency, and in Washington, D.C., and likely consequent delays in mail handling, an electronic copy of your response to the FCC should be sent also via Email to Jenifer.Simpson@FCC.gov. Your company is further directed to send a copy of its response to the complainant at the same time the response is sent to the Commission.

Your company is directed to retain all records which may be relevant to the complaint until final Commission disposition of the complaint.

File Number

FCC No. 04-N93129

Complainant

Louis J. Schwarz
4405 East-West Highway, Suite 502
Bethesda, MD 20814
TTY 866-889-8647
Email Louis@schwarz-financial.com

Resolution of this complaint is expected.

Sincerely,

Martha Contee
Chief, Consumer Inquiries & Complaints Division
Consumer & Governmental Affairs Bureau

Attachment

FCC 04-N93129

louis@schwarz-financial.com wrote on 8/1/2004 2:41:28 PM :

I would like to file a complaint regarding the special news, which Homeland Security Secretary Tom Ridge warned about security threats, via following TV stations today, Sunday, August 1, 2004 at 2:00 pm as follows:

NBC, WRC, Channel 4, Washington DC - no captions at all.

CBS, WUSA, Channel 9, Washington DC - no captions until 2:05 pm, then excellent till end of program

NBC, WBAL, Channel 11, Baltimore MD - no captions maybe due to weak antenna signals.

CBS, WJZ, Channel 13, Baltimore MD - no captions maybe due to weak antenna signals.

The following stations are remarkable!!! and I applaud them.

ABC, WJLA, Channel 7, Washington DC - excellent captions all though out the program for 15 minutes special program.

ABC, WMAR, Channel 2, Baltimore MD - captions all throughout the program.

Louis J Schwarz
4405 East West Hwy, Suite 502
Bethesda, MD 20814-4536
louis@schwarz-financial.com

END